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In Forensic Data Collection From Mobile Devices

When our client, a global financial services institution, needed to quickly investigate a suspected security breach which required data from over two hundred of its employees' mobile phones to be collected and reviewed, our computer forensic experts were able to help.

Data from mobile devices pose a considerable security challenge for companies of all sizes. Whether scrutinised as part of an internal or regulatory investigation or collected and reviewed for e-discovery, mobile device data remains tricky, hard to get and vitally important.

While smartphone technology has become an increasingly integral part of daily business life, enabling greater productivity and flexible working, it is impossible to ignore the concurrent risks it poses to corporate security. Discoverable data can be found on every handset, embedded in call logs, instant messages, texts, GPS information, videos, voicemail, web browsing histories and social media accounts among much else.

Our client approached us following a suspected security breach, and it needed to collect data from over two hundred mobile devices from employees in a short time frame. Yet the operational, legal and practical challenges were daunting.

The logistics of such a task, which encompassed both corporate and personal devices, were highly complex when surrounding such a sensitive issue. With the industry norm of a turnaround time of three-to-four hours per device, collecting more than 100 in one day posed a significant challenge. However, our computer forensics experts who have a proven track record of being able to extract data types, including deleted files, from mobile devices quickly and seamlessly, embraced the challenge head on.

Their immediate priority was to design a forensic process which would enable a timely collection and return of all the devices, and the extraction of all the relevant data, with minimal business disturbance. They supported this with a fully documented, defensible and proportionate process which included clear chain of custody records.

Having collected the data, the team then converted it for review on FTI Consulting's propriety e-discovery and data analytics software, Ringtail®. Ringtail enabled the team to deconstruct each mobile phone data source into individual messages, call entries, and contacts – a granular level of data which enabled the client to quickly refine their review to specific points-in-time and identify where specific phrases, numbers and events were used.

IMPACT:

Owing to the speed and rigour with which we designed and implemented the bespoke process, our client was able to retrieve all of the data and information it required with the full cooperation of the device owners and with no material disruption to the business. As a result, the client was able to discover all of the information it needed to pursue its internal investigation.

As the inquiry continued, our team of experts trained the client's own IT, security and legal teams to be able to quickly and cost-effectively undertake further reviews themselves, in full adherence with relevant data privacy laws.

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For further information on how FTI Consulting can assist you in mobile data and computer forensic collections, please visit **www.ftitechnology.co.uk**.

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organisations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centres throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.